



***Cal* OES**  
GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES

# **State 9-8-8 Technical Advisory Board**

**February 19, 2026**



# Item 1: Welcome and Call to Order

## Members of the Board

- Chair – Steven Yarbrough, Governor's Office of Emergency Services (Non-voting)
- Dr. Anh Thu Bui, California Health and Human Services (CHHS)
- Dr. Eric Rafla-Yuan, California State Association of Psychiatrists (CSAP)
- Joe Sullivan, Chief Information Officer, Emergency Medical Services Agency (EMSA)
- Terri Galvan, Suicide Prevention Services, Wellspace Health
- Shari Sinwelski, DiDi Hirsch Mental Health Services
- Lan Nguyen, Crisis and Suicide Prevention Lifeline Manager, Santa Clara County
- Diana Gutierrez, Riverside Health Services, Behavioral Health Services
- Ametrius Sidney, California National Emergency Number Association (CALNENA)
- Jeff Hebert, California Public Safety Radio Association (CPRA)
- Tracy Gonzales, Ontario Fire Communications Manager
- Jennifer Kenton, Campbell Police Department Communications Supervisor
- Erinn Riley, Contra Costa County Sheriff Dispatch Supervisor
- Jamila Fields, California Commission on Peace Officer Standards and Training (POST)
- Cerena Lewis, California Professional Firefighters



## Item 2: Approval of Previous Minutes

November 2025 meeting minutes:

- Meeting was held in person at 630 Sequoia Pacific Blvd, Sacramento, CA



## Item 3: Legislative Update

Cal OES Legislative and External Affairs will provide information regarding legislation that may impact California's 9-8-8 system.



## Item 4: Working Group Reports

The CA 9-8-8 Technical Advisory Board Working Groups will provide a report on the activities completed since the last meeting:

- 9-8-8 and 9-1-1 Interface Working Group Report: *Tracy Gonzales.*
- Accessibility & Equal Access Working Group Report: *Dr. Anh Thu Bui and Dr. Eric Rafla-Yuan.*
- 9-8-8 Consortium Working Group Report: *Terri Galvan and Lan Nguyen.*
- *Call Handling Solution Analysis Working Group: Vacant*



## Item 4: Working Group Reports

- *Discussion of Additional Working Groups Needed.*
- *Identify Members and Assign Tasks to CHE Working Group.*



## **Item 5: 9-1-1/9-8-8 Transfer Recommendations Document**

*The 9-8-8 Technical Advisory Board will discuss and vote on the 9-1-1/9-8-8 Transfer Recommendations document.*



## Item 6: Customer Resource Management (CRM) Walkthrough

*NGA 9-1-1, LLC will provide a walkthrough of the CRM interface and relevant data elements.*



## Item 7: Cal OES 9-8-8 Report

*The Cal OES 9-8-8 System Director to provide updates regarding 9-8-8 projects, statewide contract updates and updates regarding Substance Abuse and Mental Health Services Administration (SAMHSA), Federal Communications Commission (FCC), and Vibrant.*



## Item 7: Health and Human Services Updates

CHHS will provide an update on 9-8-8 related activities



**Update on  
988-Crisis Care  
Continuum to  
Cal OES State 988  
Technical Advisory Board**

February 19, 2026

# Agenda

- Update on CA 988 crisis centers
- CalHHS 988-Crisis highlights
  - Policy Advisory Group reconvened 1/28/26
- Next Steps
  - Workgroups
  - Next Policy Advisory Group meeting 4/29/26

# CA 988 Crisis Centers

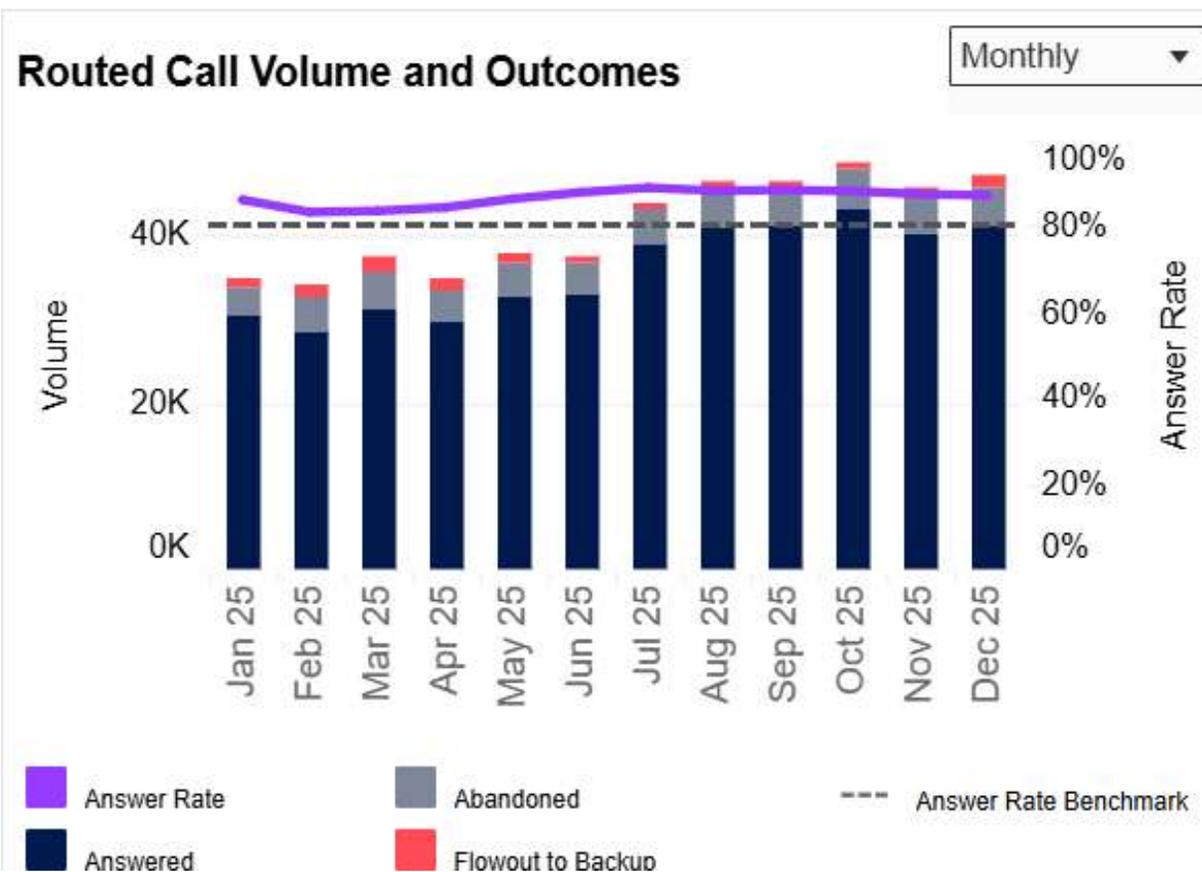
## 11 California 988 Crisis Centers

- ✓ Over 1,100 crisis counselors (majority paid staff)
- ✓ Answered **over 380,000 contacts** during 1<sup>st</sup> year of 988 implementation (July 2022 – June 2023)
- ✓ July 2023 – June 2024: answered **over 420,000 contacts**
- ✓ July 2024 – June 2025: answered over **430,000 contacts**
- ✓ July 2025 – Jan 2026: answered over **340,000 contacts**



# 988 Calls: 1/1/2025 to 12/31/2025

- **655,027** calls to 988 originated in CA
  - 127,340 - Veterans Crisis Line (Press 1)
  - 30,442 – Spanish (Press 2)
  - 47 - Native & Strong
  - 23,925 - LGBTQ+ youth
- 497,198 were seeking in-state services, routed to CA 988 centers
- CA 988 centers answered **431,986** calls, **86.9%** in-state answer rate

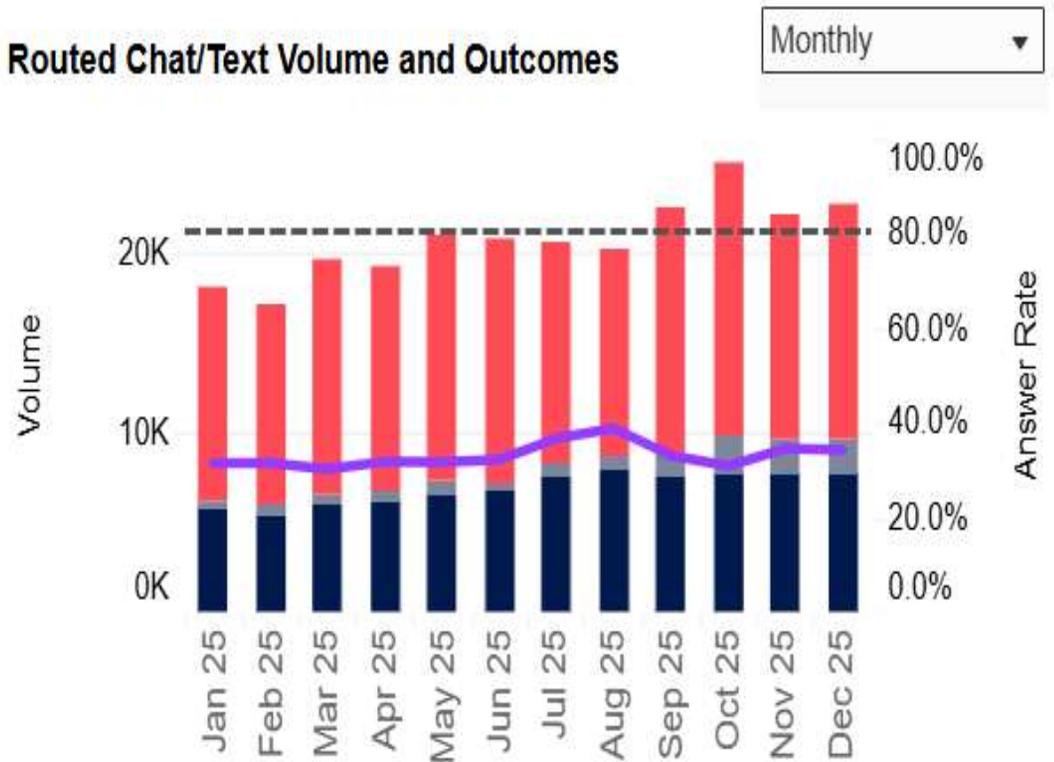


# 988 Chat/Text: 1/1/2025 to 12/31/2025

**258,077** chat/text to 988 originated in CA

- 249,294 routed to CA 988 centers
- **82,310** answered in-state
- **33%** in-state answer rate
- 154,798 flowout to national backup

Routed Chat/Text Volume and Outcomes





# CalHHS 988-Crisis Project Highlights

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# 988-Crisis Policy Advisory Group Meeting 1/28/26

## Meeting Objectives

- Welcome new members and build/strengthen relationships within the Policy Advisory Group.
- Share updates and learn about progress toward building an equitable, accessible, high-quality behavioral health crisis system.
- Acknowledge and discuss opportunities and challenges for implementing the vision for the statewide behavioral health crisis care continuum.
- Gather member input to shape workgroup priorities.
- Discuss what information should be shared with stakeholders and the public in the **progress report** and interim communications.

# 988-Crisis Policy Advisory Group Members 2026

**Amanda Levy**, Deputy Director, Health Policy and Stakeholder Relations, California Department of Managed Health Care (DMHC)

- **Delegates: Dan Southard**, Chief Deputy Director, DMHC and **Austin Trujillo**, Health Policy Specialist, DMHC

**Anete Millers**, Vice President of Legal and Regulatory Affairs, California Association of Health Plans (CAHP)

**April Giambra**, Clinical Deputy Director, Lake County Behavioral Health Services

- **Delegate: Amber Westphal**, Behavioral Health Program Manager, Lake County Behavioral Health Services

**Ashley Mills**, Assistant Deputy Director, Community Wellness, California Department of Public Health (CDPH)

**Brenda Grealish**, Executive Officer, Commission for Behavioral Health (CBH)

**Carmen Katsarov**, Executive Director Behavioral Health Integration, CalOptima Health

**Chad Costello**, Executive Director, California Association of Social Rehabilitation Agencies (CASRA)

**Christine Bagley**, Acting Deputy Director, Statewide Clinical Services, Division and Safety Net Branch Chief, California Department of Developmental Services (DDS)

**Doug Subers**, Director of Governmental Affairs, California Professional Firefighters

**Elizabeth Basnett**, Director, California Emergency Medical Services Authority (EMSA)

- **Delegate: Dr. Hernando Garzon**, Chief Medical Officer, EMSA

**Erika Cristo**, Assistant Deputy Director, California Department of Health Care Services (DHCS)

- **Delegate: Ivan Bhardwaj**, Division Chief, Medi-Cal Behavioral Health Policy Division, DHCS

**Jackie Pierson**, Interim Executive Director, California Consortium for Urban Indian Health (CCUIH)

**Jana Lord**, Chief Operating Officer, Sycamores

# 988-Crisis Policy Advisory Group Members 2026

**Jessica Wilson (Cruz)**, Chief Executive Officer, NAMI – California

**Kasey Suffredini**, Chief Officer of Prevention, The Trevor Project

- **Delegate: Saurav Jung Thapa**, Director of Coalitions and Partnership Engagement, The Trevor Project

**Keris Jän Myrick**, Senior Vice President of Partnerships and Innovation, Inseparable (Mental Health Advocacy and Programs)

**Kirsten Barlow**, Vice President, Policy, California Hospital Association (CHA)

**Lan Nguyen**, Division Manager, Crisis and Suicide Services, County of Santa Clara Behavioral Health Services Department

**Le Ondra Clark Harvey**, Chief Executive Officer, California Council of Community Behavioral Health Agencies (CBHA)

- **Delegate: Carli Stelzer**, Senior Policy and Legislative Affairs Advisor, CBHA

**Lee Ann Magoski**, Director of Emergency Communications, Monterey County; President, National Emergency Number Association (NENA)

- **Delegate: Jared Altenhofel**, Senior Dispatcher, 911 Coordination, Kern County Sheriff's Office

**Lei Portugal Calloway**, Certified Medi-Cal Peer Support Specialist; Peer Team Lead, Telecare Corporation

**Michelle Cabrera**, Executive Director, County Behavioral Health Directors Association of California (CBHDA)

**Miguel Serricchio**, Managing Director, eCapital; Volunteer, Didi Hirsch

**Narges Zohoury Dillon**, Executive Director, Crisis Support Services of Alameda County

**Phebe Bell**, Behavioral Health Director, Nevada County

**Pete Weldy**, Chief Executive Officer, California Alliance of Child and Family Services

- **Delegate: Adrienne Shilton**, Senior Vice President of Public Policy and Strategy, California Alliance of Child and Family Services

**Rayshell Chambers**, Commission Member, Commission for Behavioral Health (CBH)

# 988-Crisis Policy Advisory Group Members 2026

**Rebecca Bauer-Kahan**, California State Assemblymember, AD 16; Author of AB988

**Rhyan Miller**, Behavioral Health Deputy Director, Integrated Programs, Riverside County

**Robb Layne**, Executive Director, California Association of Alcohol and Drug Program Executives, Inc. (CAADPE)

**Robert Smith**, Chairman, Pala Band of Mission Indians

- **Delegate: Claudia Chavez**, Social Service Director, Pala Band of Mission Indians

**Roberto Herrera**, Deputy Secretary, Veterans Services Division, California Department of Veterans Affairs (CalVet)

- **Delegate: Sean Johnson**, Assistant Deputy Secretary, CalVet

**Shari Sinwelski**, Vice President of Crisis Care, Didi Hirsch Mental Health Services

**Sohil Sud**, Director, Children and Youth Behavioral Health Initiative, California Health and Human Services Agency (CalHHS)

**Stephanie Welch**, Deputy Secretary of Behavioral Health, California Health and Human Services Agency (CalHHS)

**Stephen Sparling**, Program Manager, California Coalition for Youth

**Steve Yarbrough**, Deputy Director, Public Safety Communications, California Governor's Office of Emergency Services (Cal OES)

**Susan DeMarois**, Director, California Department of Aging (CDA)

- **Delegate: Sarah Steenhausen**, Deputy Director of Policy, Research and Engagement, CDA

**Tara Gamboa-Eastman**, Director of Government Affairs, Steinberg Institute

**Taun Hall**, Executive Director, The Miles Hall Foundation

# 988-Crisis Policy Advisory Group Workgroups 2026

## **Integration of 988 into the Crisis Care Continuum**

Meeting #1: Tuesday, 2/24 from 10:00am-12:00pm

Meeting #2: Thursday, 3/19 from 10:00am-12:00pm

## **Sustainable Funding**

Meeting #1: Thursday, 3/5 from 10:00am-12:00pm

Meeting #2: Tuesday, 4/7 from 10:00am-12:00pm

[988-Crisis Policy Advisory Group - California Health & Human Services](#)

# Next Steps

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# Next Steps

<b>Winter-Spring 2026</b>	<p>Virtual workgroups meetings (2/24, 3/5, 3/19 and 4/7)</p> <p><a href="#">988-Crisis Policy Advisory Group - California Health and Human Services</a> Public meeting <b>4/29/26</b> at CalHHS, Allenby Building, Sacramento; online option available</p> <p>Contact <a href="mailto:AB988Info@chhs.ca.gov">AB988Info@chhs.ca.gov</a> for questions about AB 988 implementation plan</p> <p>Website(s) on 988 <a href="#">988 - California Health and Human Services</a></p>
<b>Q4 2026</b>	First annual report on 988 implementation published



## Item 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda.

### 2026 Meeting Dates:

- May 21, 2026, 10:00 AM – 12:30 PM
- August 20, 2026, 10:00 AM – 12:30 PM
- November 19, 2026, 10:00 AM – 12:30 PM



# Item 10: Public Comment

Public Comment for Matters Not on the Agenda



# Item 11: Adjourn

Thank you for attending this meeting of the California State 9-8-8 Technical Advisory Board.

- **General Information:**

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